



Cancellation Policy

A 50% deposit is required to confirm your reservation, except during holiday or event periods where we kindly ask for a 100% payment/deposit a week prior to arrival.

1. Should a reservation confirmed by payment of a deposit be cancelled, the following cancellation fees will apply.
 - More than 30 days prior to arrival guests forfeit 20% of their deposit
 - From 15 – 30 days prior to arrival guests forfeit 30% of their deposit
 - From 8 – 14 days prior to arrival guests forfeit 50% of their deposit
 - From 2 – 7 days prior to arrival guests forfeit 100% of their deposit
 - For cancellations on the day before arrival, same day, no shows or early departures guests will be liable for 100% of the total booking amount
 2. Should a booking for corporate clients whose booking has been confirmed by a voucher or the issuing of an invoice be cancelled, the following cancellation fees will apply:
 - For cancellations 1 working day (i.e. excluding weekends) prior to arrival, same day, no shows or early departures guests will be liable for 100% of the total booking amount
 - For cancellations of 'group' bookings of 5 rooms or more, 5 working days prior to arrival, guests will be liable for 100% of the total booking amount
3. Tour Operators
- Tour operators are required to pay the invoice in full at least 2 weeks before the arrival date.
 - If cancelled after payment has been made, the above cancellation fees will apply.